

REPORT OF VISITING NURSE ASSOCIATION - HOSPICE

VNA-Hospice of Southern Carroll County and Vicinity is in its 8th decade of providing home health, hospice and community health and family support services to the residents in the Lakes Region. We have 60+ employees and almost twice as many volunteers who work as a team to provide quality home based health care to residents of Alton, and ten other towns in the Lakes Region. We are a not-for-profit Agency, governed by local residents and licensed by the State of New Hampshire and supported by the community. Our Home Health and our Hospice Care Programs are Medicare/Medicaid Certified. Our Maternal Child Health Program and Community Health programs provide prevention and family support and assist in ensuring the public health of our residents. –All three Programs are licensed by the State and we contract with almost all insurance companies.

We were privileged to provide the residents of Alton with services from all three of our programs during the last year. The Agency's staff made over 19,000 home visits during FY 2009. Of those visits over 2,000 were made to Alton residents. This included home care, hospice care and maternal child health home visits. *We also provide immunization clinics, school based oral health services and health screening clinics to Alton citizens.*

Financially in 2009, we have struggled with the implications of a shaky economy; the real threat of home health cuts to the Medicare and Medicaid system and the impending uncertainty of health care reform. We are able to report that with the support of the community and administrative streamlining that FY 2009 will be in the black. Our quality of care and scope of services have not diminished. Our patient satisfaction remains stellar. We have remained true to our mission and have served all ages, the insured and the uninsured.

We are actively in conversations with a partner home health agency in the region in an effort to further reduce administrative expenses while giving us the ability to continue to provide quality home health care services to the residents of Alton and the other communities we serve. Our mission is foremost in our minds as we plan our strategy for the future.

Thank you for your continued support and for allowing us to provide Alton residents with needed home health care and community support services.

Respectfully Submitted,

Bette Coffey, Executive Director